

Lucent Technologies
Bell Labs Innovations



INTUITY™ AUDIX® Multimedia Automated Attendant

Release 1
Administration

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Comcode 108099862
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Low Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment Means that it conforms to the above directives.

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Acknowledgment

This document was prepared by the Product Documentation Development group, Lucent Technologies, Columbus, OH.

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About This Document

Purpose

This book, *Lucent INTUITY™ AUDIX® Multimedia Automated Attendant Administration* contains instructions for administering the Lucent INTUITY™ AUDIX multimedia automated attendant (auto-attendant). You will need Lucent INTUITY™ Message Manager to use a multimedia auto-attendant. See *INTUITY™ Messaging Solutions Release 4 Administration*, 585-310-564, for information on administration of the INTUITY Message Manager system.

Intended Audiences

This book is intended for personnel responsible for the administration of the INTUITY AUDIX multimedia auto-attendant.

Release History

This is the first release of this book.

Conventions Used

This section describes the conventions used in this book.

Terminology

- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “**y**” is shown as

Type **y** to continue.

- The word “enter” means to type a value and then press **(ENTER)**. For example, an instruction to type the letter “**y**” and press **(ENTER)** is shown as

Enter **y** to continue.

- The word “select” means to move the cursor to the desired menu item and then press **(ENTER)**. For example, an instruction to move the cursor to the `start test` option on the Network Loop-Around Test screen and then press **(ENTER)** is shown as

Select `Start Test`.

- The Lucent INTUITY system displays *windows, screens, and menus*.
 - “Windows” can show and request system information.

```
Auto-Attendant Administration
Auto-Attendant (AA): _____ Allow Call Transfer?: y      Main AA?: n
Name: _____ Password: ***** COS: _____
GREETING NUMBER - Internal: 1      External: 1      Out of Hours: 1

  Button  Extension      Treatment      Comment
  1:      _____      _____      _____
  2:      _____      _____      _____
  3:      _____      _____      _____
  4:      _____      _____      _____
  5:      _____      _____      _____
  6:      _____      _____      _____
  7:      _____      _____      _____
  8:      _____      _____      _____
  9:      _____      _____      _____
  0:      _____      _____      _____
Timeout:  _____      _____      _____
Length of Time-Out On Initial Entry: 6
```

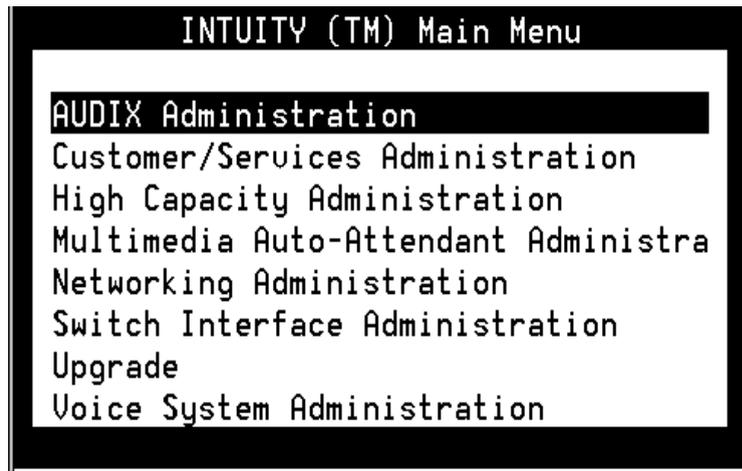
- “Screens” request that you enter a command at the enter command: prompt.

```
add subscriber Page 1 of 2
                SUBSCRIBER

      Name: _____ Locked? n
      Extension: _____ Password: _____
      COS: class00           Miscellaneous: _____
      Switch Number: _____ Covering Extension: _____
      Community ID: _____ Broadcast Mailbox? _____
      Secondary Ext: _____

Press [ENTER] to execute or press [CANCEL] to abort
enter command: add subscriber
```

- “Menus” present options from which you can choose to view another menu, screen, or window



- The words “subscriber” and “user” are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word “user” is the preferred term in the text; however, “subscriber” appears on most of the screens.

Terminal Keys

- Keys that you press on your terminal or PC are represented as rounded boxes. For example, an instruction to press the enter key is shown as

Press **ENTER**.

- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold **ALT** while typing the letter “d” is shown as

Press **ALT** **D**.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 2 is shown as

Press **F2** (Choices).

- Keys that you press on your telephone keypad are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as

Press **1** to record a message.

Screen Displays

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style `constant-width` type, as shown in the following examples:

Example 1:

```
Enter the number of ports to be dedicated to outbound traffic in
the Maximum Simultaneous Ports field.
```

Example 2:

```
Alarm Form Update was successful.
Press <Enter> to continue.
```

- The sequence of menu options that you must select to display a specific screen or submenu is shown as follows:

Start at the Lucent INTUITY Administration menu and select

```
> Customer/Services Administration
```

```
> Alarm Management
```

- Screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same.

Other Typography

- Commands and text you type in or enter appear in **bold type**, as in the following examples:

Example 1:

Enter **change-switch-time-zone** at the `enter` command:
prompt.

Example 2:

Type **high** or **low** in the `speed:` field.

- Command variables are shown in ***bold italic*** type when they are part of what you must type in and *regular italic* type when they are not, for example

Enter **ch ma *machine_name***, where *machine_name* is the name of the call delivery machine you just created.

Trademarks and Service Marks

The following trademarked product is mentioned in this book:

- AUDIX is a registered trademark and INTUITY is a trademark of Lucent Technologies.
- DEFINITY is a registered trademark.
- MERLIN LEGEND is a registered trademark.

Product Safety Labels

This book uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, or service interruptions:



CAUTION:

Indicates the presence of a hazard that if not avoided can or will cause minor personal injury or property damage, including loss of data.



WARNING:

Indicates the presence of a hazard that if not avoided can cause death or severe personal injury.



DANGER:

Indicates the presence of a hazard that if not avoided will cause death or severe personal injury.

Related Documentation

It is suggested that you obtain and use the following books in conjunction with this administration book:

- *INTUITY™ Messaging Solutions Release 4 Administration*, 585-310-564.

Use the following book for information on security and toll fraud issues for INTUITY Release 3.0 and greater:

- *BCS Products Security Handbook*, 555-025-600

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INTUTY AUDIX Multimedia Automated Attendant Overview

1

What is a Multimedia Automated Attendant?

A multimedia automated attendant (auto-attendant) is an interactive telephone answering system. It answers incoming calls with a pre-recorded announcement and routes them based on the caller's response to menus and prompts. It also allows the caller to send and receive faxes.

You set up a multimedia auto-attendant so that callers hear a menu of options. Callers then press the button on their telephone keypad that corresponds to the menu option they would like and the multimedia auto-attendant executes the selected option. Callers who do not have touch tone telephones are typically told that they can hold or call another number to speak with a live attendant.

You can design a multimedia auto-attendant menu system to contain subordinate layers of menus. These sub-menus, or *nested auto-attendants*, play additional options that can include a choice leading to another nested menu.

The voiced menu options that callers hear are greetings that you record for the multimedia auto-attendant's extension. You can easily change the text of the message just as you would any personal greeting.

Multimedia Auto-Attendant Features

Table 1 illustrates the features available through the multimedia auto-attendant.

Table 1. Auto-Attendant Features

Feature	Description
Fax-on-Demand	Allows the provisioning any number of faxes into your custom created menu. Callers can select a fax-back option on the same call.
Networking power	Callers can transverse the menu and leave messages in mailboxes that may be on a local or remote networked server. You can program the destination or let the caller select using the menu. For example, you could have the call deposited in a different mailbox based on the caller's Zip Code.
Mailbox integration	Callers can use other mailbox messaging features, such as directory access or dial-by-name, to transfer.
Multi-level user interface	Easy-to-use administration allows you to create any number of menu trees, each with multiple levels. Transitions between the levels are seamless and global navigational controls let callers easily transverse the menu tree.
Routing	Menu trees can be set up based on your environment; different user interfaces can be presented to the caller based on business hours, day/night schedules and holidays.

Continued on next page

Table 1. Auto-Attendant Features — *Continued*

Feature	Description
Shared ports	For more efficient utilization of ports, the multimedia auto-attendant shares ports with messaging on the INTUITY AUDIX server. The dialed number identification service (DNIS) determines which application gets activated.

Design Considerations

To make effective use of the multimedia auto-attendant features, you must first determine the needs of your business. Ask yourself the following questions:

- Will all callers route directly to the multimedia auto-attendant?
- Will certain options of a multimedia auto-attendant route callers to other auto-attendants?
- Will the multimedia auto-attendants have a main greeting?
- Will the nested auto-attendants have their own greetings?
- Will callers need fax capabilities?

Table 2 shows various multimedia auto-attendant applications and their descriptions for your design considerations.

Table 2. Automated Attendant Applications Descriptions

Application	Description
Main multimedia auto-attendant	The mailbox to which the multimedia auto-attendant telephone extension connects. The main multimedia auto-attendant plays a single menu of options for selecting a final destination or presents menu options that differ depending on call types defined with multiple personal greetings (out-of-hours, holiday, etc).
Nested multimedia auto-attendant	Two or more layers of multimedia auto-attendants — a main multimedia auto-attendant that contains options leading to one or more secondary (nested) multimedia auto-attendants that play additional submenus of options.
Non-resident user extensions	A main multimedia auto-attendant that contains options leading to users who have voice mailboxes and call in for messages, but do not have actual telephone extensions on the switch.
Shared extensions	A main multimedia auto-attendant that contains options leading to the mailboxes of two or more people sharing the same telephone.
10 options per auto-attendant	The multimedia auto-attendant can have as many as 10 menu options, corresponding to the buttons 0 through 9 on a touch-tone telephone.
Multimedia auto-attendant extension on the switch	If the multimedia auto-attendant extension is to be called directly, administer the switch to route all incoming calls to a multimedia auto-attendant instead of to a receptionist, or perhaps to route calls to this extension only after normal business hours.

Continued on next page

Table 2. Automated Attendant Applications Descriptions — *Continued*

Application	Description
Class of service for multimedia auto-attendants	<p data-bbox="446 347 1064 467">If you plan to use a number of multimedia auto-attendants, you might wish to set up a specific Class of Service (COS) for the multimedia auto-attendant.</p> <p data-bbox="446 500 1076 630">⇒ NOTE: If you set up a specific COS for the multimedia auto-attendant, be sure that existing users are not already assigned to that COS.</p> <p data-bbox="515 662 1088 850">This COS must be set up before setting up the multimedia auto-attendant. For more information see "Setting Up a Multimedia Auto-Attendant Class of Service" in Chapter 2, "INTUITY AUDIX Multimedia Automated Attendant Administration".</p>

Continued on next page

Table 2. Automated Attendant Applications Descriptions — Continued

Application	Description
[*] 8 transfers	<p>You can administer your system to allow callers to transfer from the multimedia auto-attendant to a specific extension by entering [*] 8, the extension number, and pound sign [#]. Generally, it is more efficient to have callers enter extension numbers directly. [*] 8 is typically used when the attendant's options require use of all the buttons or when the switch dial plan precludes use of the button that corresponds to the first digit of internal extension numbers that could be called directly. The Call Transfer Out of AUDIX feature must be turned on before callers can use [*] 8.</p> <p> WARNING: <i>Allowing transfers out of AUDIX increases the risk of toll fraud. If you set up your multimedia auto-attendant to use this feature, be sure your restrict the allowable destination numbers.</i></p>

Continued on next page

Table 2. Automated Attendant Applications Descriptions — *Continued*

Application	Description
Direct transfers without <input type="checkbox"/> <input type="checkbox"/>	<p>Callers can dial an extension directly from the multimedia auto-attendant without using <input type="checkbox"/> <input type="checkbox"/>. To administer such direct dialing, type an e in the Extension field for the button whose number corresponds to the first digit of real switch extensions (on page 3 of the Subscriber screen). For example, if internal extensions begin with 5, assign button 5 as extension e. This allows the caller to dial any extension that starts with 5.</p> <p>For this feature to work properly, the Addressing Format field must contain extension (on Page 2 of the multimedia auto-attendant's Subscriber screen).</p> <p>Pay particular attention to the switch dial plan when assigning the e option. Some extensions within the group may not exist, may not be assigned, or may be assigned to special features. Any of these situations may cause problems if a caller attempts to dial anything but a voice extension.</p>
Coverage to AUDIX	<p>The multimedia auto-attendant extension must be administered to cover to the AUDIX extension with Call Coverage (Call Forwarding, if your switch is a DEFINITY® switch). Calls are then sent to the multimedia auto-attendant mailbox where the menu of options is heard.</p>

Continued on next page

Table 2. Automated Attendant Applications Descriptions — Continued

Application	Description
Call routing	<p>INTUITY AUDIX provides a conditional routing capability. You can use a routing table to vary multimedia auto-attendant operation based on as many as four separate business schedules and holiday schedules.</p> <p>Additionally, a call can be routed to a multimedia auto-attendant during an alternate time not associated with a business or holiday schedule, such as lunch time, or to handle calls from different time zones.</p>
Addressing messages	<p>If you design a multimedia auto-attendant so callers have the option of leaving messages for multiple AUDIX users, the AUDIX feature of addressing messages by name or extension applies. It is a good idea to include this information in the recorded greetings and prompts callers hear.</p>

Modes of Operation

A business can deploy multimedia auto-attendant service in either a primary or secondary operational mode.

Primary Mode Operation

A multimedia auto-attendant service deployed in primary mode is expected to answer all incoming calls as soon as they come in. The company receptionist backs up the multimedia auto-attendant by handling overflow calls and calls from people needing assistance, for example, dial 0, time-outs, etc.

Secondary (Back-Up) Mode Operation

A multimedia auto-attendant service deployed in backup mode defers as many calls as possible to the company receptionist. The multimedia auto-attendant service is configured to back up the company receptionist by handling calls the receptionist is unable to answer.

Operational Schedules

A business can establish several types of multimedia auto-attendant schedules. The INTUITY AUDIX multimedia auto-attendant service can be designed to answer incoming calls on a 24-hour/day basis or only at night, depending on your business needs.

Business Schedule

The multimedia auto-attendant can use the INTUITY AUDIX weekly business schedule for time-of-day operation or it can rely on the telephone system to indicate when it should operate in a day schedule and night schedule. Note that some telephone systems (for example, MERLIN LEGEND®) can provide day/night status to INTUITY AUDIX, while other telephone systems (for example, DEFINITY) cannot. It makes no difference to the INTUITY AUDIX multimedia auto-attendant service whether day/night operation is controlled by the associated telephone system status or by Lucent INTUITY'S own weekly business schedule.

See "Business Schedules" in Chapter 2, "INTUITY AUDIX Multimedia Automated Attendant Administration" for more information on setting up business operational schedules.

Holiday Schedule

The multimedia auto-attendant can be administered to deviate from the normal business schedule for a day at a time. You might use these schedules to play different greetings and to handle calls differently on holidays. There are four holiday schedules.

See "Holiday Schedules" in Chapter 2, "INTUITY AUDIX Multimedia Automated Attendant Administration" for more information on setting up holiday operational schedules.

Routing Table

The business and holiday operational schedules are linked within a routing table. A routing table applies the business schedule and a holiday schedule to an incoming called number such as an incoming trunk or covered extension. You then assign a schedule to the multimedia auto-attendant mailboxes you want to handle the calls at the various times.

See "Setting Up a Routing Table" in Chapter 2, "INTUITY AUDIX Multimedia Automated Attendant Administration" for more information on setting up routing tables.

Auto-Attendant Examples

The following examples describe some applications for the auto-attendant feature. Use these examples as models when defining your own multimedia auto-attendants.

Main Multimedia Auto-Attendant

A main attendant is an attendant that can be reached directly by callers who dial through your switch. This attendant can answer your company's main telephone, or an individual department's main telephone. It must be associated with an extension that is administered on the switch.

For example, the multimedia auto-attendant is set up to answer the company's main telephone. It offers callers the option of transferring to the sales, accounting, or personnel departments by pressing a number or dialing any internal extension that begins with 5, or transferring to a receptionist. If the caller does not respond within 5 seconds (perhaps because the caller has a rotary telephone), the call is transferred automatically to the receptionist.

If the caller chooses to transfer to accounting or personnel, the caller will immediately hear the call answer greeting active for the mailbox associated with extension 52200 or 52205 rather than being transferred through the switch. Finally, to repeat this menu, callers can press **9**. For more information, see example under “Nested Attendants” below.

Nested Attendants

A nested attendant is an attendant that is invoked by another attendant. The nested attendant can also be a main attendant; that is, the extension can be reached directly by internal and external callers who dial the extension number directly.

For example, callers who dial the accounting department's extension directly could hear voice options from a main attendant for that department, as could callers who transferred to the accounting department by pressing **2** at the main menu in the previous example. The accounting department's attendant is said to be nested beneath the company's main menu.

Additional menus can be nested beneath the accounting department's attendant, such as for transferring to the payroll or accounts receivable desk.

A good way to approach setting up nested multimedia auto-attendants is to diagram the complete system on paper, including telephone keypad options and their corresponding menu or call treatment. You might want to write the scripts for the menu greetings at this time, as well.

A simple example of this nested attendant is shown on the next page. In this example, pressing **2** at the main menu transfers the caller to the accounting department's attendant, and pressing **3** at that attendant transfers the call to the payroll department's extension.

Attendant	Telephone Button	Extension	Treatment	Result
Main	2	52200	sub-menu	call goes to accounting attendant
Accounting	3	52205	transfer	transfer to payroll extension

To the caller, this nesting is transparent because the nested attendant is invoked immediately by the system without transferring the caller through the switch. The caller in this example would hear the main attendant options, press 2 to transfer to accounting, hear the accounting department attendant options, and press 3 to transfer to the payroll extension without the delay that is associated with transferring back through the switch.

Shared Extensions

Several users sharing a single telephone (shared extensions) require a simple method for a caller to leave a message for the called extension (any of the users) or for a specific individual. A multimedia auto-attendant can handle this task by providing callers with options to leave a message for the extension or any of the individuals who share it. The attendant extension is administered at the switch. Non-resident user extensions in the INTUITY AUDIX system (not administered at the switch) are used for each of the sharing users. The multimedia auto-attendant can transfer callers directly to these mailboxes to leave messages.

NOTE:

Because the Message Waiting Indicators (MWI) are associated with the individual telephone sets and not with INTUITY AUDIX mailboxes, the MWI for a shared extension will be activated when a new message is in the mailbox for the extension number that is shared, but not when new messages are in the mailboxes of the individual users only. If you administer your system to use this shared extension scenario, inform your users that they should check their mailboxes periodically, whether or not the MWI is active.

For example, a company sets up an information desk with a single telephone to provide callers with any necessary information or assistance. Two people answer the telephone during the day. They do not have individual telephones and can be reached only through the information desk. They are administered as INTUITY AUDIX users and are associated with extensions in the INTUITY AUDIX system that are not administered on the switch.

If someone calls the information desk and the telephone is not answered or is busy, the call is routed to the INTUITY AUDIX multimedia auto-attendant. The multimedia auto-attendant in this example prompts callers to leave a message for the information desk or for one of the individuals who staff the desk.

If the caller selects an individual (button **2** or **3** in this example), the caller goes directly to the user's INTUITY AUDIX mailbox to hear the individual's call answer greeting and then leaves a message.

A message left in the mailbox of the information desk extension activates the extension's MWI in this example; a message left in the mailbox of one of the sharing individuals does not. These individuals must call into the INTUITY AUDIX system to check for messages or use outcalling.

Nonresident User Extensions

Nonresident users are INTUITY AUDIX users who do not have an extension on a switch that is served by the INTUITY AUDIX system. Mailbox numbers in the system for these users correspond to INTUITY AUDIX extensions that are not administered on the switch.



WARNING:

Setting up nonresident users with numbers that begin with trunk dial access codes could contribute to toll fraud. Always give nonresident users extensions that will not allow access to any outside lines.

An example of a nonresident user is an outside sales representative who needs to receive messages from clients. To accommodate this type of user, a multimedia auto-attendant can be set up to move callers directly to non-resident user mailboxes. The caller needs to know only the number of the multimedia auto-attendant and the nonresident user's mailbox number to leave a message. Once in the non-resident user's mailbox, the caller hears either the system guest greeting or the non-resident user's call answer greeting, depending on the transfer treatment that is specified on the Subscriber screen.

For this example, the extension number for each nonresident user is a five-digit number beginning with 3, and the extension number for the multimedia auto-attendant is 30000. The nonresident user gives clients the telephone number of the multimedia auto-attendant and their own mailbox number.

With the system administered in this way, clients dial xx3-0000, listen to the multimedia auto-attendant menu, enter the nonresident user's mailbox number, listen to the user's personal greeting, and leave a message.

INTUITY AUDIX Multimedia Automated Attendant Administration

2

What's in This Chapter?

This chapter describes how to define and administer multimedia automated attendants on a Lucent INTUITY™ AUDIX® Release 4 or greater system.

This chapter will discuss:

- Setting up a main multimedia auto-attendant
- Setting up nested multimedia auto-attendants
- Setting up call routing tables, including:
 - Business schedules
 - Holiday schedules
- Setting up network call-answer mailboxes
- Setting up dialed number identification service (DNIS)
- Recording and activating greetings

Administration Checklist

Table 1 outlines the procedures for setting up a multimedia auto-attendant.

Table 1. MultiMedia Auto-Attendant Administration Checklist

(√)	Procedure	Reference
	Set up a class of service specifically for the multimedia auto-attendant.	"Setting Up a Multimedia Auto-Attendant Class of Service"
	Set up the main multimedia auto-attendant.	"Setting up the Main Multimedia Auto-Attendant"
	Set up nested multimedia auto-attendants, if applicable.	"Setting Up Nested Multimedia Auto-Attendants"
	Set up a call routing table.  NOTE: Complete this procedure only if you want to set-up operational schedules.	"Setting Up a Call Routing Table"

Continued on next page

Table 1. MultiMedia Auto-Attendant Administration Checklist
— *Continued*

(√)	Procedure	Reference
	Set up networked call answer mailboxes.	"Setting Up Networked Call Answer Mailboxes"
	Administer the multimedia auto-attendant with DNIS service.	"Assigning Multimedia Auto-Attendant Service to Called Numbers for INTUITY AUDIX systems"
	Record and activate greetings for the multimedia auto-attendants.	"Recording Greetings for the Multimedia Auto-Attendants"

Setting Up a Multimedia Auto-Attendant Class of Service

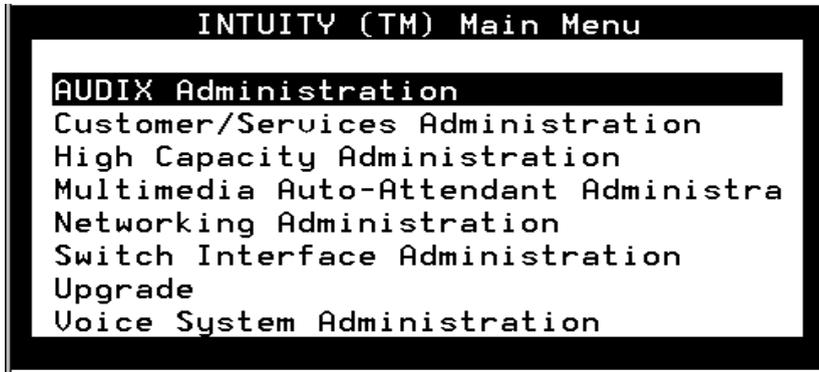
To use a multimedia auto-attendant, you need to set up a specific COS for this auto-attendant.

 **NOTE:**

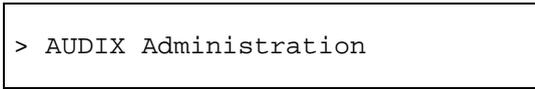
Be sure that existing users are not already assigned to the COS number being set up.

1. Log in to the INTUITY system as **sa**.

The system displays the INTUITY Administration menu.



2. Select



The system displays the `enter` command: prompt.

3. Enter **ch cos number** at the `enter` command: prompt, where *number* is the identification number you want to set up as the multimedia auto-attendant's class of service.

The system displays the Class of Service window.

```
change cos 2                                     Page 1 of 2
                                     CLASS OF SERVICE

Name: class02          COS Number: 2          Modified? y
Addressing Format: extension

Login Announcement Set: System
System Multilingual is OFF      Call Answer Primary Annc. Set: System
Call Answer Language Choice? n Call Answer Secondary Annc. Set: System

PERMISSIONS Type: call-answer          Announcement Control? n
Outcalling? n          Priority Messages? n          Broadcast: none
IMAPI Access? n      IMAPI Voice File Transfer? n          Fax? n

enter command: change cos 2
```

4. Complete the fields for the Class of Service window using the information provided in Table 2.



NOTE:

Only the fields listed in Table 2 should be administered for the multimedia auto-attendant. All other fields should be left at their default values.

Table 2. Class of Service Window Field Descriptions

Field	Description	Valid Input
PERMISSIONS	Define the types of permissions for this multimedia auto-attendant class of service.	
Priority Messages?	Indicates permission to send priority mail messages.	y is the only valid input for a multimedia auto-attendant
IMAPI Access?	Indicates permission for Lucent INTUITY Messaging Applications Programming Interface (IMAPI) access.	y is the only valid input for a multimedia auto-attendant
IMAPI Voice File Transfer?	Indicates permission for the INTUITY AUDIX server, for this multimedia auto-attendant class of service, to transfer voice, fax, file attachments, and e-mail files over the LAN to a client PC.	y is the only valid input for a multimedia auto-attendant
Fax?	Indicates permission to enable fax for this multimedia auto-attendant class of service.	y is the only valid input for a multimedia auto-attendant

5. Press **F3** (Enter).

The system displays the following confirmation message

Command Successfully Completed.

6. Type **exit** at the `enter command:` prompt.
The system returns to the INTUITY Administration menu.
7. Press **F6** (Cancel) until you exit out of INTUITY Administration.
8. Continue with the next procedure, "Setting up the Main Multimedia Auto-Attendant".

Setting up the Main Multimedia Auto-Attendant

To set up a main multimedia auto-attendant, do the following:

1. Starting at the INTUITY Administration menu, select

```
> Multimedia Auto-Attendant Administration
```

```
> Auto-Attendant Administration
```

The system displays the Auto-Attendant Administration window.

```
Auto-Attendant Administration
Auto-Attendant (AA): _____ Allow Call Transfer?: y      Main AA?: n
Name: _____ Password: ***** COS: _____
GREETING NUMBER - Internal: 1 External: 1 Out of Hours: 1

  Button  Extension  Treatment  Comment
  1:      _____  _____  _____
  2:      _____  _____  _____
  3:      _____  _____  _____
  4:      _____  _____  _____
  5:      _____  _____  _____
  6:      _____  _____  _____
  7:      _____  _____  _____
  8:      _____  _____  _____
  9:      _____  _____  _____
  0:      _____  _____  _____
Timeout:  _____  _____  _____

Length of Time-Out On Initial Entry: 6
```

2. Complete the fields for Auto-Attendant Administration window using the information provided in Table 3.

**Table 3. Auto-Attendant Administration Window
Field Descriptions**

Field	Description	Valid Input
Auto-Attendant (AA):	The extension for the main multimedia auto-attendant is being administered.	3 to 10 digits
Allow Call Transfer?	Indicates whether this multimedia auto-attendant extension will support call transfer out of AUDIX.	y or n ; the default is n
Main AA?	Indicates whether this is the main multimedia auto-attendant.	y is the only valid input for a main auto-attendant
Name:	Name associated with this multimedia auto-attendant.	1 to 29 alphabetic characters
Password:	Password the user uses to log in to this multimedia auto-attendant mailbox.	0 to 15 digit number; the default is blank

Continued on next page

Table 3. Auto-Attendant Administration Window Field Descriptions — *Continued*

Field	Description	Valid Input
cos :	<p>Class of service number for this multimedia auto-attendant.</p> <p>⇒ NOTE: This COS must have been previously be set up before assigning it to this multimedia auto-attendant. For more information, see "Setting Up a Multimedia Auto-Attendant Class of Service".</p>	An integer from 0 to 11
GREETING NUMBER	Indicates which greeting will be administered for internal, external, or out of hours calls.	
Internal :	The greeting number to be used for internal calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is 1

Continued on next page

**Table 3. Auto-Attendant Administration Window
Field Descriptions — *Continued***

Field	Description	Valid Input
External:	The greeting number to be used for external calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is 1
Out of Hours:	The greeting number to be used for out-of-hours calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is 1
Button (1-0)	Telephone buttons to be defined for call transfer functions.	Display only
Extension	The extension to be mapped to this telephone button.	Extension to which the INTUITY AUDIX system connects a call when a caller presses the associated button number.

Continued on next page

Table 3. Auto-Attendant Administration Window Field Descriptions — *Continued*

Field	Description	Valid Input
Extension (continued)	 NOTE: This field should be administered based on the value set-up in the Address Format field on the Class of Service screen. For more information, see "Setting Up a Multimedia Auto-Attendant Class of Service".	The extension could lead to a nested multimedia auto-attendant, ring at a telephone, or connect directly to a voice mailbox or fax machine. Enter e if you want the AUDIX system to allow the caller to dial any extension or name beginning with the associated button number/letter. The associated voice prompt will instruct the caller to enter an extension or name.

Continued on next page

**Table 3. Auto-Attendant Administration Window
Field Descriptions — *Continued***

Field	Description	Valid Input
Treatment	Identifies how the INTUITY AUDIX system handles a call when this telephone button is pressed.	call-answer transfers the call directly into the mailbox for this extension without actually ringing the subscriber's telephone
Treatment (continued)		fax allows material to be faxed back to the caller submenu transfers the call to a nested multimedia auto-attendant without going through the switch transfer transfers the call directly to the corresponding extension number

Continued on next page

Table 3. Auto-Attendant Administration Window Field Descriptions — *Continued*

Field	Description	Valid Input
Comment	This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the auto-attendant's functions or re-record the auto-attendant menu at a later date.	1 to 29 alpha-numeric characters
Timeout	Indicates how calls will be handled once the time-out period has elapsed.	
Extension	The extension to which the call is to be mapped after the time-out period has elapsed.	3 to 10 digit telephone extension or blank ⇒ NOTE: If this field is left blank, the caller is disconnected after two time-out periods have elapsed.

Continued on next page

**Table 3. Auto-Attendant Administration Window
Field Descriptions — *Continued***

Field	Description	Valid Input
Treatment	How the INTUITY AUDIX system handles a call after the time-out period has expired.	<p>blank plays the default time-out prompt once the time-out period has expired</p> <p>⇒ NOTE: If this field is left blank, the caller is disconnected after two time-out periods have elapsed.</p> <p>call-answer transfers the call directly in to the mailbox for this extension without actually ringing the subscriber's telephone</p> <p>fax allows material to be faxed back to the caller</p>

Continued on next page

Table 3. Auto-Attendant Administration Window Field Descriptions — *Continued*

Field	Description	Valid Input
Treatment <i>(continued)</i>		submenu transfers the call to a nested multimedia auto-attendant without going through the switch transfer transfers the call to the corresponding extension number
Comment	This is an optional field used to help further define this timeout function.	1 to 29 alpha-numeric characters
Length of Time-Out on Initial Entry	Indicates the number of seconds the system will wait for a response from the caller.	0 to 99; the default is 6

3. Press **F1** (Save).

The system returns to the Auto-Attendant Administration window.

4. Continue with the "Setting Up Nested Multimedia Auto-Attendants" procedure if you want to establish nested auto-attendants or the "Recording Greetings for the Multimedia Auto-Attendants" procedure if you are only setting up a main auto-attendant and want to have a greeting assigned to it.

Setting Up Nested Multimedia Auto-Attendants

To set up a nested multimedia auto-attendant, do the following:

1. Starting at the Auto-Attendant Administration window, complete the fields using the information provided in Table 4.

Table 4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
Auto-Attendant (AA) :	The extension for the nested multimedia auto-attendant being administered.	3 to 10 digits
Allow Call Transfer?	Indicates whether this multimedia auto-attendant extension supports call transfer out of INTUITY AUDIX.	y or n
Main AA?	Indicates whether this is the main multimedia auto-attendant.	n is the only valid input for a nested auto-attendant
Name :	Name associated with this multimedia auto-attendant.  NOTE: This field is only used when setting up the main auto-attendant.	

Continued on next page

Table 4. Auto-Attendant Administration Window Field Descriptions
 — *Continued*

Field	Description	Valid Input
<p>Password:</p>	<p>Password the user must use to log into this multimedia auto-attendant mailbox.</p> <p>⇒ NOTE: This field is only used when setting up the main auto-attendant.</p>	
<p>COS:</p>	<p>Class of service number for this multimedia auto-attendant.</p> <p>⇒ NOTE: This field is only used when setting up the main auto-attendant.</p>	
<p>GREETING NUMBER</p>	<p>Indicate which greeting will be administered for internal, external, or out of hours calls.</p>	
<p>Internal:</p>	<p>The greeting number to be used for internal calls to this multimedia auto-attendant.</p>	<p>An integer from 1 to 9; the default is 1</p>
<p>External:</p>	<p>The greeting number to be used for external calls to this multimedia auto-attendant.</p>	<p>An integer from 1 to 9; the default is 1</p>
<p>Out of Hours:</p>	<p>The greeting number to be used for out-of-hours calls to this multimedia auto-attendant.</p>	<p>An integer from 1 to 9; the default is 1</p>

Continued on next page

Table 4. Auto-Attendant Administration Window Field Descriptions
 — *Continued*

Field	Description	Valid Input
Button (1-0)	Telephone buttons to be defined for call transfer functions.	Display only
Extension	The extension to be mapped to this telephone button.  NOTE: This field should be administered based on the value set-up in the Address Format field on the Class of Service screen. For more information, see "Setting Up a Multimedia Auto-Attendant Class of Service".	Extension to which the INTUITY AUDIX system connects a call when a caller presses the associated button number. The extension could lead to a nested multimedia auto-attendant, ring at a telephone, or connect directly to a voice mailbox or fax machine.

Continued on next page

Table 4. Auto-Attendant Administration Window Field Descriptions
 — *Continued*

Field	Description	Valid Input
Extension <i>(continued)</i>		Enter e if you want the AUDIX system to allow the caller to dial any extension or name beginning with the associated button number/letter. The associated voice prompt will instruct the caller to enter an extension or name.
Treatment	Identifies how the INTUITY AUDIX system handles a call when this telephone button is pressed.	<p>call-answer transfers the call directly into the mailbox for this extension without actually ringing the subscriber's telephone</p> <p>fax allows material to be faxed back to the caller</p>

Continued on next page

Table 4. Auto-Attendant Administration Window Field Descriptions
 — *Continued*

Field	Description	Valid Input
Treatment (<i>continued</i>)		<p>submenu transfers the call to a nested multimedia auto-attendant without going through the switch</p> <p>transfer transfers the call directly to the corresponding extension number</p>
Comment	<p>This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the auto-attendant's functions or re-record the auto-attendant menu at a later date.</p>	<p>1 to 29 alpha-numeric characters</p>
Timeout	<p>Indicates how calls will be handled once the time-out period has elapsed.</p>	

Continued on next page

Table 4. Auto-Attendant Administration Window Field Descriptions
 — *Continued*

Field	Description	Valid Input
Extension	The extension to which the call is to be mapped after the time-out period has elapsed.	3 to 10 digit telephone extension or blank  NOTE: If this field is left blank, the caller is disconnected after two time-out periods have elapsed.
Treatment	How the INTUITY AUDIX system handles a call after the time-out period has expired.	blank plays the default time-out prompt once the time-out period has expired  NOTE: If this field is left blank, the caller is disconnected after two time-out periods have elapsed.

Continued on next page

Table 4. Auto-Attendant Administration Window Field Descriptions
 — *Continued*

Field	Description	Valid Input
Treatment (<i>continued</i>)		<p>call-answer transfers the call directly in to the mailbox for this extension without actually ringing the subscriber's telephone</p> <p>fax allows material to be faxed back to the caller</p> <p>submenu transfers the call to a nested multimedia auto-attendant without going through the switch</p> <p>transfer transfers the call to the corresponding extension number</p>
Comment	This is an optional field used to help further define this timeout function.	1 to 29 alpha-numeric characters

Continued on next page

Table 4. Auto-Attendant Administration Window Field Descriptions
— *Continued*

Field	Description	Valid Input
Length of Time-Out on Initial Entry	Indicates the number of seconds the system will wait for a response from the caller.  NOTE: This field is only used when setting up the main auto-attendant.	

2. Press **F1** (Save).
The system returns to the Auto-Attendant Administration window.
3. Continue with “Recording Greetings for the Multimedia Auto-Attendants” if you want to have greetings assigned to the nested attendants.

Setting Up a Call Routing Table

INTUITY AUDIX provides conditional routing capability. You can use the routing table and its associated windows to base multimedia auto-attendant operation on as many as four business and four holiday schedules.

These business and holiday schedules are linked together within a *routing table*. A routing table applies these schedules to an incoming called number. You administer the routing table so that the multimedia auto-attendant extension you would like to handle the calls at the various times is also linked to the appropriate schedule.

When a caller dials a number that appears in the left-hand column of the routing table, the holiday schedule is checked first. If the current date does not appear in the holiday schedule, the business schedule is checked. If the time of day is covered in the business schedule under alternate service, the call is sent to the alternate service mailbox. If not, then – depending on the time of day – the call is sent to the day-service or to the night-service mailbox.

Business Schedules

The business schedules divides the 24-hour day into three parts called *day service*, *night service*, and *alternate service*.

Day and Night Service

Calls can be routed to one mailbox for day-service and to another for night-service. A business may, for example, set day-service hours to be the period when the business is open, and it may send calls to a night-service mailbox during the remaining hours.

If your switch is a MERLIN LEGEND switch, you can set day and night service for a particular business schedule in either of two ways:

- Fill in the day-service hours in a business schedule
- Choose to have a business schedule follow the night-service schedule established for the switch

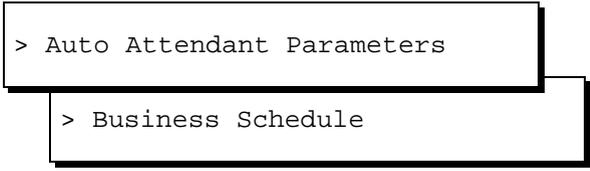
Since four business schedules are available, you can use both arrangements as necessary for differing purposes.

Alternate Service

Alternate service is a period of time that you can define when calls may be sent to a third destination during either day-service or night-service hours. This period may be used, for example, to provide a special multimedia auto-attendant to handle calls from other time zones during the transition from day to night service. Another business use for alternate service could be to cover for an operator during lunch hour.

To set up a business schedule, do the following:

1. Start at the Multimedia Auto-Attendant Administration menu, and select



```
> Auto Attendant Parameters
> Business Schedule
```

The system displays the Business Schedule window.

Business Schedule					
Business Schedule: _____					
(Night Service applies to all hours not specified below)					
Day of Week	Day Service Start Time (hh:mm)	Hours End Time (hh:mm)	Alternate Service Start Time (hh:mm)	Hours End Time (hh:mm)	
Monday:	<u>08:00</u>	-	<u>17:00</u>	__:	-
Tuesday:	<u>08:00</u>	-	<u>17:00</u>	__:	-
Wednesday:	<u>08:00</u>	-	<u>17:00</u>	__:	-
Thursday:	<u>08:00</u>	-	<u>17:00</u>	__:	-
Friday:	<u>08:00</u>	-	<u>17:00</u>	__:	-
Saturday:	__:	-	__:	__:	-
Sunday:	__:	-	__:	__:	-

- Complete the fields on the Business Schedule window using the information in Table 5.

Table 5. Business Schedule Window Field Descriptions

Field	Description	Valid Input
Business Schedule:	Name associated with this schedule number.	bus1 to bus4
Day of Week	Starting with Monday, the weekdays are listed in this column.	Display only
Day Service Hours	The period specified as the operating hours for a business.	
Start Time (hh:mm)	Time at which daytime operation of a telephone should begin.	<p>24-hour clock time in the format <i>hh:mm</i> a.m. starts at 00:00. p.m. times are 12:00 to 23:59</p> <p>⇒ NOTE: Hours outside of this range are considered to be night-service hours.</p>

Continued on next page

Table 5. Business Schedule Window Field Descriptions — *Continued*

End Time
(hh:mm)

Time at which daytime operation of a telephone should end.

24-hour clock time in the format *hh:mm*

a.m. starts at 00:00.

p.m. times are 12:00 to 23:59

⇒ NOTE:

Hours outside of this range are considered to be night-service hours.

Continued on next page

Table 5. Business Schedule Window Field Descriptions — Continued

<p>Alternate Service Hours</p>	<p>Times that may be considered an exception to normal day-service (for example, lunch time).</p> <p>⇒ NOTE: An alternate-service period must either fall entirely inside or entirely outside of day- service hours.</p>	
<p>Start Time (hh:mm)</p>	<p>Time at which alternate service should begin.</p>	<p>24-hour clock time in the format <i>hh:mm</i> a.m. starts at 00:00. p.m. times are 12:00 to 23:59</p>
<p>End Time (hh:mm)</p>	<p>Time at which alternate service should end .</p>	<p>24-hour clock time in the format <i>hh:mm</i> a.m. starts at 00:00. p.m. times are 12:00 to 23:59</p>

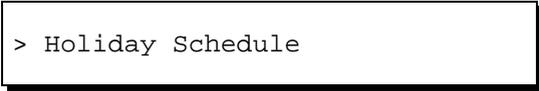
3. Press **F3** (Save).
4. Press **F6** (Cancel) to return to the Auto Attendant Parameters menu.

Holiday Schedules

The holiday schedules make it possible to deviate from the normal business schedule for a day at a time. You might use these schedules to play different greetings and to handle calls differently on holidays. There are four holiday schedules. On each of them, you can record up to 26 dates along with the automated-attendant mailbox to be used on each date. If you had separate schedules for the sales office and for the warehouse, for example, you could send sales-office calls to one mailbox during a sales conference, and warehouse calls to another mailbox during inventory time.

To set up the holiday schedule, do the following:

1. Start at the Auto Attendant Parameters menu, and select



> Holiday Schedule

The system displays the Holiday Schedule window.

Table 6. Holiday Schedule Window Field Descriptions

Field	Description	Valid Input
Holiday Schedule:	Name associated with this holiday schedule routing number.	hol1 to hol4
Holiday Name	Name of the holiday.  NOTE: Any input into this field is for your convenience only and is not used by the system.	1 to 18 alphanumeric characters
Date (mm/dd)	Date on which the affected incoming call is forwarded to the mailbox.	Month and day in the format <i>mm/dd</i>

Continued on next page

Table 6. Holiday Schedule Window Field Descriptions — Continued

Field	Description	Valid Input
Mailbox	<p>Mailbox extension of the multimedia auto-attendant used for this holiday.</p> <p>This can be a specific or a general one reference. For example, you can make separate extensions for New Year's Day, Independence Day, etc, or you can route to one extension for all holidays. If you choose separate extensions, be sure to record each greeting as described under "Recording Greetings for the Multimedia Auto-Attendants".</p> <p> NOTE: Holidays with no mailbox extension will be ignored by the call routing function.</p>	Any existing mailbox extension

3. Press **F3** (Save).
4. Press **F6** (Cancel) to return to the Auto Attendant Parameters menu.

2. Complete the Routing Table window using the information in Table 7.

Table 7. Routing Table Window Field Descriptions

Field	Description	Valid Input
Incoming Called Number	Incoming telephone numbers to be redirected. These can be any incoming numbers reported to AUDIX by the switch (perhaps an incoming trunk number or an extension number that the caller dialed).	3 to 10 digits
Business Schedule	Name or number of the business schedule that is to determine how the incoming number is to be treated.	bus1 - bus4
Holiday Schedule	Name or number of the holiday schedule (if any) that is to determine how the incoming number is to be treated on holidays.	hol1 to hol4

Continued on next page

Table 7. Routing Table Window Field Descriptions — *Continued*

Field	Description	Valid Input
Day Service Mailbox	<p>Extension number of the multimedia auto-attendant mailbox to be accessed during the hours given in the business schedule.</p> <p> NOTE: This field must be filled in if the associated business schedule either follows the switch's night-service status or specifies day-service hours.</p>	3 to 10 digit existing mailbox extension
Night Service Mailbox	Extension number of the multimedia auto-attendant mailbox to be accessed during the period not otherwise specified in the business schedule.	3 to 10 digit existing mailbox extension

Continued on next page

Table 7. Routing Table Window Field Descriptions — *Continued*

Field	Description	Valid Input
Alternate Service Mailbox	Extension number of the multimedia auto-attendant mailbox to be accessed during the alternate-service period given in the business schedule.  NOTE: This field must be filled in if the associated business schedule specifies alternate-service hours.	3 to 10 digit existing mailbox extension

3. Press **F3** (Save).
4. Press **F6** (Cancel) to return to the Auto Attendant Parameters menu.

Multimedia Auto-Attendant Fax Extensions

A multimedia auto-attendant can be set up to print faxes using a fax extension. The advantage of this arrangement is that you can provide fax delivery for your users without paying for additional Direct Inward Dialing (DID) lines or personal trunks for fax extensions.

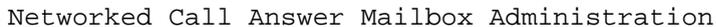
Set up a multimedia auto-attendant fax extension in the same way you set up a nested multimedia auto-attendant. See the “Setting Up Nested Multimedia Auto-Attendants” procedure.

Setting Up Networked Call Answer Mailboxes

The networked call answer mailboxes are used by the multimedia auto-attendant to provide call answer treatment for extensions on a remote networked machine. The voice only message is stored temporarily in one of these mailboxes and is sent by INTUITY AUDIX networking to the extension on the remote machine when the networking connection is established.

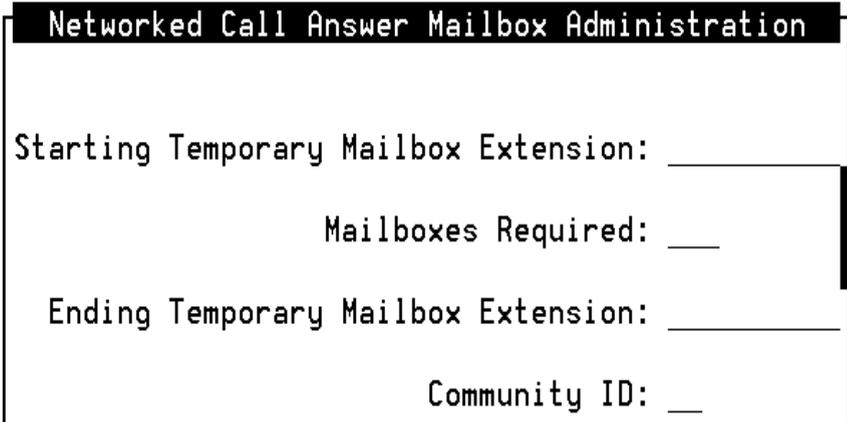
To set up this networked call answer mailbox, do the following:

1. Start at the Auto Attendant Parameters menu, and select



Networked Call Answer Mailbox Administration

The system displays the Networked Call Answer Mailbox Administration window.



Networked Call Answer Mailbox Administration

Starting Temporary Mailbox Extension: _____

Mailboxes Required: _____

Ending Temporary Mailbox Extension: _____

Community ID: _____

2. Complete the Networked Call Answer Mailbox Administration window using the information in Table 8.

Table 8. Networked Call Answer Mailbox Administration Window Field Descriptions

Field	Description	Valid Input
Starting Temporary Mailbox Extension	Beginning temporary mailbox extension for the multimedia auto-attendant range.  NOTE: Choose an extension that has not been previously set-up. A continuous range, up to 64 mailboxes, will be automatically assigned by the system for remote networked call answer messages.	3 to 10 digit existing mailbox extension

Continued on next page

Table 8. Networked Call Answer Mailbox Administration Window Field Descriptions — *Continued*

Field	Description	Valid Input
Mailboxes Required	Total number of mailboxes in the temporary mailbox range.	Default is 64  NOTE: The system automatically completes this field when you enter the starting temporary mailbox extension.
Ending Temporary Mailbox Extension	Ending temporary mailbox extension for the multimedia auto-attendant range.	Display only field.  NOTE: The system automatically completes this field when you enter the starting temporary mailbox extension.

Continued on next page

Table 8. Networked Call Answer Mailbox Administration Window Field Descriptions — *Continued*

Field	Description	Valid Input
Community ID	Community ID used to identify these mailboxes.	1 to 2 digit existing community identification number ⇒ NOTE: If a community ID has been previously defined for the starting temporary mailbox extension, it will be displayed on the screen.

3. Press **F3** (Save).
4. Press **F6** (Cancel) until you return to the INTUITY Administration menu.

Administering the Multimedia Auto-Attendant as a DNIS Service

The multimedia auto-attendant must be administered as a service to called numbers using dialed number identification service (DNIS_SVC). The following sections describe administering the service for INTUITY Audix systems with and without the High Capacity option.

Assigning Multimedia Auto-Attendant Service to Called Numbers for INTUITY AUDIX systems

To define the services and associated called numbers for the multimedia auto-attendant on INTUITY AUDIX systems, do the following:

1. Starting at the INTUITY Administration menu, select



```
> Voice System Administration
```

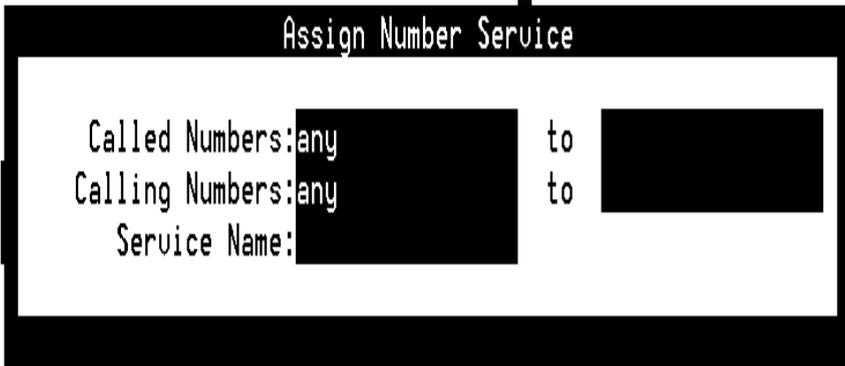


```
> Number Services
```



```
> Assign Service
```

The system displays the Assign Number Service Screen.



2. Complete the Assign Number Service screen for the main auto-attendant using the information in Table 9.

Table 9. Assign Number Service Screen Field Descriptions

Field	Description	Valid Input
Called Numbers	Extension number for the main auto-attendant.	3 to 10 digits
to	Ending extension number for the range being mapped.	Only valid input is blank .

Continued on next page

Table 9. Assign Number Service Screen Field Descriptions — Continued

Field	Description	Valid Input
Calling Numbers	Extension number to which the main auto-attendant can be mapped.	Only valid input is any .
to	Ending extension number for the range being mapped.	Only valid input is blank .
Service Name	Name of the service to be mapped for this auto-attendant.	Only valid input is mmaa .

3. Press **F3** (Save).

The system displays the following informational message

Assigned service **mmaa** to dnis **called number** and **any**



NOTE:

Called number is the main auto-attendant extension number assigned by the DNIS_SVC.

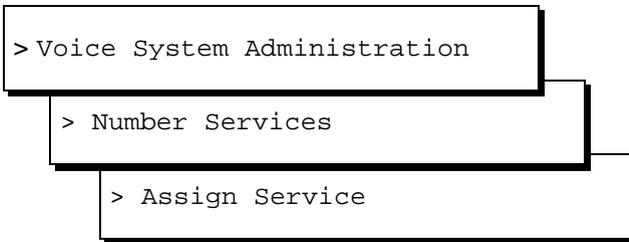
4. Press **F1** (Acknowlg Message) to exit the information window and return to the **Assign Number Service** screen.
5. Press **F6** (Cancel) until you return to the INTUITY Administration menu.
6. Go to “Assigning AUDIX Services to Called Numbers for INTUITY AUDIX systems without the High Capacity Option”, if you are administering the auto-attendant on an INTUITY AUDIX system *without* the High Capacity Option.

If you are administering the auto-attendant on an INTUITY AUDIX system with the High Capacity Option, continue with the "Recording Greetings for the Multimedia Auto-Attendants" procedure.

Assigning AUDIX Services to Called Numbers for INTUITY AUDIX systems without the High Capacity Option

To define the services and associated called numbers for AUDIX on INTUITY AUDIX systems without the High Capacity option, do the following:

1. Starting at the INTUITY Administration menu, select



The system displays the Assign Number Service screen.

2. Complete the Assign Number Service screen for the main auto-attendant using the information in Table 10.

Table 10. Assign Number Service Screen Field Descriptions

Field	Description	Valid Input
Called Numbers	Extension number for the main auto-attendant.	Only valid input is any .

Continued on next page

Table 10. Assign Number Service Screen Field Descriptions — Continued

Field	Description	Valid Input
to	Ending extension number for the range being mapped.	Only valid input is blank .
Calling Numbers	Extension number to which the main auto-attendant can be mapped.	Only valid input is any .
to	Ending extension number for the range being mapped.	Only valid input is blank .
Service Name	Name of the service to be mapped for this auto-attendant.	Only valid input is nhc_init .

3. Press **F3** (Save).

The system displays the following informational message

Assigned service **nhc_init** to dnis **any** and **any**

4. Press **F1** (Acknowlg Message) to exit the information window and return to the **Assign Number Service** screen.
5. Press **F6** (Cancel) until you return to the INTUITY Administration menu.
6. Continue with the "Recording Greetings for the Multimedia Auto-Attendants" procedure.

Recording Greetings for the Multimedia Auto-Attendants

You can record up to nine different greetings to greet callers who access your auto-attendant. You can set these up based on the type of call (such as an external or out-of-hours call).



NOTE:

You must have INTUITY Message Manager to create auto-attendant greetings.

Recording Greetings

To record a greeting, do the following:

1. Using INTUITY Message Manager, log into your main auto-attendant.
2. Record a message.

This message should be the greeting you want to be heard when a caller accesses the main auto-attendant.

3. Type the main auto-attendant mailbox number, followed by a hyphen, and the greeting number on the Message Manager subject line. For example, if my main auto-attendant mailbox was 4900, the subject line would appear as 4900-#1.
4. Click on the OK button.
5. Click on the SEND button.
6. Continue recording greetings for each of your nested attendants using Steps 1 through 5. Each greeting will have its own subject line containing the main auto-attendant mailbox number and the appropriate greeting number as explained in Step 3.
7. Exit from INTUITY Message Manager.

Go to the next procedure, "Activating Greetings"

Activating Greetings

Once all greetings have been recorded and sent, they must be activated through the Auto-Attendant Administration window.

1. Starting at the INTUITY Administration menu, select

```
> Multimedia Auto-Attendant Administration
```

```
> Auto-Attendant Administration
```

The system displays the Auto-Attendant Administration window.

```
Auto-Attendant Administration
Auto-Attendant (AA): _____ Allow Call Transfer?: y      Main AA?: n
Name: _____ Password: ***** COS: _____
GREETING NUMBER - Internal: 1 External: 1 Out of Hours: 1

  Button  Extension  Treatment  Comment
  1:      _____  _____  _____
  2:      _____  _____  _____
  3:      _____  _____  _____
  4:      _____  _____  _____
  5:      _____  _____  _____
  6:      _____  _____  _____
  7:      _____  _____  _____
  8:      _____  _____  _____
  9:      _____  _____  _____
  0:      _____  _____  _____
Timeout:  _____  _____  _____

Length of Time-Out On Initial Entry: 6
```

2. Enter the main auto-attendant extension number in the Auto-Attendant (AA) field.
3. Press **F3** (Continue).
4. Press **F8** (Activate).

The system will activate all greetings recorded for this auto-attendant.

5. Press **F6** (Cancel) until you return to the INTUITY Administration menu.

Removing a Multimedia Auto-Attendant



NOTE:

Each extension attached to an auto-attendant must be deleted one by one.

To remove a multimedia auto-attendant, do the following:

1. Starting at the INTUITY Administration menu, select

```
> Multimedia Auto-Attendant Administration
```

```
> Auto-Attendant Administration
```

The system displays the Auto-Attendant Administration window.

```
Auto-Attendant Administration
Auto-Attendant (AA): _____ Allow Call Transfer?: y Main AA?: n
Name: _____ Password: ***** COS:  
GREETING NUMBER - Internal: 1 External: 1 Out of Hours: 1

  Button  Extension  Treatment  Comment
  1:      _____  _____  _____
  2:      _____  _____  _____
  3:      _____  _____  _____
  4:      _____  _____  _____
  5:      _____  _____  _____
  6:      _____  _____  _____
  7:      _____  _____  _____
  8:      _____  _____  _____
  9:      _____  _____  _____
  0:      _____  _____  _____
Timeout:  _____  _____  _____

Length of Time-Out On Initial Entry: 6
```

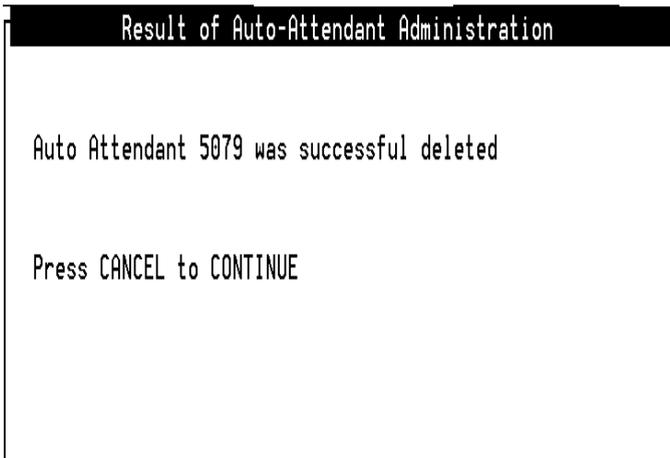
2. Press **F8** (Chg-Keys).
3. Enter the auto-attendant to be removed.
4. Press **F2** (Delete).

The system displays a confirmation window.



5. Select **Yes**.

The system displays the Result of Auto-Attendant Administration window.



6. Press **F6** (Cancel) until you return to the INTUITY Administration menu.
7. From the INTUITY Administration menu, select **AUDIX Administration**.

8. Enter ***remove subscriber auto-attendant***.



NOTE:

Auto-attendant is the identification number for the auto-attendant extension being removed.

The system displays the AUDIX screen.

```
remove subscriber 5079                                     Page 1 of 2
                                     SUBSCRIBER
Name: Ford 3                                             Locked? n
Extension: 5079                                         Password:
COS: custom                                             Miscellaneous:
Switch Number: 2                                       Covering Extension:
Community ID: 1                                         Broadcast Mailbox? n
Secondary Ext:

Press [Enter] to execute or [Cancel] to abort
enter command: remove subscriber 5079
```

9. Press **F3** (Enter).
10. Enter **exit**
11. Press **F6** (Cancel) until you return to the INTUITY Administration menu.

INTUTY AUDIX Multimedia Auto-Attendant Reports

3

What's in This Chapter?

This chapter describes the reports available for the multimedia auto-attendant. These reports include:

- Daily usage report
- Hourly usage report

Daily Usage Report

The daily usage report is used to track the usage of a multimedia auto-attendant and its nested auto-attendants for a specified date.

To generate a daily usage report for an auto-attendant, do the following:

1. Starting at the INTUITY Administration menu, select

```
> Multimedia Auto-Attendant Administration
```

```
> Usage Reports
```

```
> Daily
```

The system displays the Daily Reports selection window

```
Daily Reports  
  
Report Type: Daily  
Start Date: 10/03/97  
Auto-Attendant: 5076
```

2. Complete the Daily Reports selection window using the information in Table 1.

Table 1. Daily Reports Selection Window Field Descriptions

Field	Description	Valid Input
Report Type:	Indicates the type of report to be generated.	Default is Daily
Start Date:	First date on which data should be reported.	mm/dd/yy; the default is the current date
Auto Attendant:	Multimedia auto-attendant mailbox extension for which the report will be generated.	3 to 10 digits, or all

3. Press **F3** (Save).

The system displays the Daily Reports

Daily Reports				
SELECTION CRITERIA:				
[10/03/97 - 10/03/97] [00:00 - 23:59] [Mailbox: 5076]				
USAGE REPORT				

Internal: 3		External: 1		Out-of-hour: 0
Button	Extension	Treatment	Comment	#Calls
1:	3000	submenu	Columbus LEO Team	0
2:	3001	submenu	Leave message to LEO Team	0
3:	3002	submenu	Fax on latest information	0
4:	-	-		0
5:	-	-		0
6:	-	-		0
7:	-	-		0

4. Review the field descriptions for the Daily Reports as listed in Table 2.

Table 2. Daily Reports Field Descriptions

Field	Description
Selection Criteria:	Report date range (including beginning and ending dates and beginning and ending hour), and the multimedia auto-attendant extension being reported.
Usage Report	
Internal:	Total number of internal calls to this multimedia auto-attendant.
External:	Total number of external calls to this multimedia auto-attendant.

Continued on next page

Table 2. Daily Reports Field Descriptions — Continued

Field	Description
Out-of-hour :	Total number of out-of-hours calls to this multimedia auto-attendant.
Button (1-10)	Telephone buttons to be defined for call transfer functions for this multimedia auto-attendant.
Extension	Mailbox extension mapped to the telephone button.
Treatment	<p>Type of treatment associated with the extension.</p> <p>call-answer transfers the call directly into the mailbox for this extension without actually ringing the subscriber's telephone</p> <p>fax allows material to be faxed back to the caller</p> <p>submenu transfers the call to a nested multimedia auto-attendant without going through the switch</p> <p>transfer transfers the call directly to the corresponding extension number</p>
Comment	This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the attendant's functions or re-record the attendant menu at a later date.

Continued on next page

Table 2. Daily Reports Field Descriptions — *Continued*

Field	Description
#Calls	Total number of calls that used this multimedia auto-attendant to access the mailbox extension mapped to this telephone button.

5. Press **F6** (Cancel) to return to the Usage Reports menu.

Hourly Usage Report

The hourly usage report is used to track the usage of a multimedia auto-attendant and its nested auto-attendants for a specified hour.

To generate a hourly usage report for an auto-attendant, do the following:

1. Start at the Usage Reports menu, and select



The system displays the Hourly Reports selection window.

Hourly Reports

Report Type: Hourly

Start Date: 09/03/97

Hour:

Auto-Attendant:

- Complete the Hourly Reports selection window using the information in Table 3.

Table 3. Hourly Reports Selection window Field Descriptions

Field	Description	Valid Input
Report Type:	The type of report to be generated.	Default is Daily
Start Date:	First date on which data should be reported.	mm/dd/yy; the default is the current date
Hour:	Number of hours for which data should be reported.	2 digits
Auto Attendant:	Multimedia auto-attendant mailbox extension for which the report will be generated.	3 to 10 digits, or all

- Press **F3** (Save).

The system displays the Hourly Reports.

Hourly Reports				
SELECTION CRITERIA:				
[09/03/97 - 09/03/97] [06:41 - 10:41] [Mailbox: 5079]				
USAGE REPORT *****				
Internal: 2 External: 0 Out-of-hour: 0				
Button	Extension	Treatment	Comment	#Calls
1:	5101	submenu	Ford-Information	0
2:	5102	submenu	Ford-Fax	0
3:	5103	submenu	Hours	0
4:	5104	submenu	Place an order	0
5:	e	call-answer	Place an order	0
6:	-	-		0
7:	-	-		0

- Review the field descriptions for the Hourly Reports as listed in Table 4.

Table 4. Hourly Usage Report Field Descriptions

Field	Description
Selection Criteria:	Report date range (including beginning and ending dates and beginning and ending hour), and the multimedia auto-attendant extension being reported.
Usage Report	
Internal:	Total number of internal calls to this multimedia auto-attendant.

Continued on next page

Table 4. Hourly Usage Report Field Descriptions — Continued

Field	Description
External :	Total number of external calls to this multimedia auto-attendant.
Out-of-hour :	Total number of out-of-hours calls to this multimedia auto-attendant.
Button (1-10)	Telephone buttons to be defined for call transfer functions for this multimedia auto-attendant.
Extension	Mailbox extension mapped to the telephone button.
Treatment	Type of treatment associated with the extension. call-answer transfers the call directly into the mailbox for this extension without actually ringing the subscriber's telephone fax allows material to be faxed back to the caller submenu transfers the call to a nested multimedia auto-attendant without going through the switch transfer transfers the call directly to the corresponding extension number
Comment	This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the attendant's functions or re-record the attendant menu at a later date.

Continued on next page

Table 4. Hourly Usage Report Field Descriptions — *Continued*

Field	Description
#Calls	Total number of calls that used this multimedia auto-attendant to access the mailbox extension mapped to this telephone button.

5. Press **F6** (Cancel) until you return to the INTUITY Administration menu.

Abbreviations

A

AAG

AMIS Analog Gateway module

ADAP

administration and data acquisition package

ALT

assemble load and test

AMIS

audio messaging interchange specification

API

application programming interchange

AUDIX

audio information exchange

B

BCS

Business Communications Systems

bit

binary digit

bps

bits per second

C

COE

Center of Excellence

CPU

central processing unit

D

DCIU

data communications interface unit

DCP

digital communication protocol

DCS

distributed communication system

DID

direct inward dialing

DNIS

dialed number identification service

E

ESD

electrostatic discharge

F

G

H

HMM

Hub message manager

I

IMAPI

INTUITY messaging application programming interface

INADS

initialization and administration system

IP

Internet protocol

ITAC

International Technical Assistance Center

J

K

L

LAN

local area network

LDAP

lightweight directory access protocol

M

MAP

multi-application platform

MT

maintenance (Lucent INTUITY software component)

MWI

message-waiting indicator

MWL

message-waiting lamp

N

NW

INTUITY AUDIX Digital Networking module

O

P

PEC

price element code

PPP

point to point protocol

Q

R

RFU

remote field update

RTU

right to use

S

SCE

service creation environment

SNMP

simple networking management protocol

SWIN

switch interface

T

TCP/IP

Transmission Control Protocol/Internet Protocol

TSC

Technical Services Center

TSO

Technical Services Organization

U

Abbreviations

V

VDN

vector directory number

VP

voice platform (INTUITY software component)

W

X

WAN

wide area network

Y

Z

Glossary

Numerics

5ESS Switch

A central office switch manufactured by Lucent that can be integrated with the Lucent INTUITY system.

A

accessed message

A message that was received and scanned (either the entire message or just the header).

address

INTUITY AUDIX user identification, containing the user's extension and machine, that indicates where the system needs to deliver a message. An address may include several users or mailing lists. Name or number addressing can be selected with the * A (Address) command.

administration

The process of setting up a system (such as a switch or a messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

alarm log

A list of alarms that represent all of the active or resolved problems on a Lucent INTUITY system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms

Hardware, software, or environmental problems that may affect system operation. Alarms are classified as *major*, *minor*, or *warning*.

alphanumeric

Consisting of alphabetic and numeric symbols or punctuation marks.

AMIS

See *Audio Messaging Interchange Specification*.

AMIS prefix

A number added to the destination number to indicate that it is an AMIS analog networking number.

analog networking

A method of transferring a message from one messaging system to another whereby the message is played back (voiced) during the transfer.

analog signal

In teleprocessing usage, a communications path that usually refers to a voice-grade telephone line.

announcement

A placeholder within the Lucent INTUITY system for playing fragments. Each event that may occur within AUDIX has one or more announcement numbers permanently assigned to it. Fragment numbers are then assigned to the announcement numbers.

announcement fragment

A numbered piece of spoken information that makes up a system message or prompt.

application

A computer software program.

Audio Information Exchange (AUDIX)

A complete messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit

A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX

See *Audio Information Exchange*.

automated attendant

A Lucent INTUITY system feature that allows users to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

B

backup

A duplicate copy of files and directories saved on a removable medium such as floppy diskette or tape. The back-up filesystem can be copied back (restored) if the active version is damaged (corrupted) or lost.

basic call transfer

The switch-hook flash method used to send the INTUITY AUDIX transfer command over analog voice ports.

body

The part of a Lucent INTUITY voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

boot

The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

broadcast messaging

An INTUITY AUDIX feature that enables the system administrator and other designated users to send a message to all users automatically.

byte

A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), the equivalent of one character of text.

C

call-answer

An INTUITY AUDIX feature that allows the system to answer a call and record a message when the user is unavailable. Callers can be redirected to the system through the call coverage or call forwarding switch features. INTUITY AUDIX users can record a personal greeting for these callers.

call-answer language choice

The capability of user mailboxes to accept messages in different languages. For the INTUITY AUDIX application, this capability exists when the multilingual feature is turned on.

call coverage

A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Lucent INTUITY system may be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

channel

A telecommunications transmission path for voice and/or data.

channel capacity

A measure of the maximum bit rate through a channel.

class of service (COS)

The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox).

comcode

A numbering system for telecommunications equipment used by Lucent. Each comcode is a nine-digit number that represents a specific piece of hardware, software, or documentation.

command

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a mailbox activity or function.

community

A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also *default community*.

compound message

A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then handles as a single message.

configuration

The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

COS

See *class of service*.

coverage path

The sequence of alternate destinations to which a call to a user on an Lucent INTUITY system is automatically sent when it is not answered by the user. This sequence is set up on the switch, normally with the Lucent INTUITY system as the last or only destination.

D

data link

A term used to describe the communications link used for data transmission from a source to a destination, for example, a telephone line for data transmission.

data set

Another term for a modem, although a data set usually includes the telephone. See also *modem*.

default

A value that is automatically supplied by the system if no other value is specified.

dial string

A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

dialed number identification service (*DNIS_SVC)

An available channel service assignment on the Lucent INTUITY system. Assigning this service to a channel permits the Lucent INTUITY system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

digital

Discrete data or signals such as 0 and 1, as opposed to analog continuous signals.

digital networking

A method of transferring messages between messaging systems in a digital format. See also *INTUITY AUDIX Digital Networking*.

direct inward dialing

The ability for an outside caller to call an internal extension without having to pass through an operator or attendant.

directory

1. An INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing *** * N** at the activity menu. 2. A group of related files accessed by a common name in software.

display terminal

A data terminal with a screen and keyboard used for displaying Lucent INTUITY screens and performing maintenance or administration activities.

DNIS

See *dialed number identification service*.

dual language greetings

The capability of INTUITY AUDIX users to create personal greetings in two different languages— one in a primary language and one in a secondary language. This capability exists when the multilingual feature is turned on and the prompts for user mailboxes can be in either of the two languages.

E

electrostatic discharge (ESD)

Discharge of a static charge on a surface or body through a conductive path to ground. ESD can be damaging to integrated circuits.

electronic mail

See *e-mail*.

e-mail

The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII or may be complex multimedia messages containing embedded voice messages, software files, and images.

enabled/disabled

The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

enhanced call transfer

An INTUITY AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a

fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

error message

A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors

Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape from reply

The ability to quickly return to getting messages for a user who encounters a problem trying to respond to a message. To escape, the user presses **#**.

escape to attendant

An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

escape from reply

The ability to quickly return to getting messages for a user who encounters a problem trying to respond to a message. To escape, the user presses **#**.

escape to attendant

An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

F

facsimile

1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine but can remain stored electronically.

fax

See *facsimile*.

fax addressing prefix

Uniquely identifies a particular fax endpoint to the Lucent INTUITY system. Used by the system as a "template" to differentiate all call-delivery machines on the network from each other.

fax endpoint

Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

fax print destination prefix

A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

field

An area on a screen, menu, or report where information can be typed or displayed.

FIFO

See *first-in/first-out*.

file

A collection of data treated as a basic unit of storage.

filename

Alphanumeric characters used to identify a particular file.

file system

A collection of related files (programs or data) stored on disk that are required to initialize a Lucent INTUITY system.

first-in/first-out (FIFO)

A method of processing telephone calls or data in which the first call (or data) to be received is the first call (or data) to be processed.

format

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

function

Individual steps or procedures within a mailbox activity.

function key (F key)

A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Lucent INTUITY system defines keys F1 through F8.

G

guaranteed fax

A feature of Lucent INTUITY FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an INTUITY AUDIX mailbox.

guest password

A feature that allows callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

H

hard disk drive

A high-capacity data storage/retrieval device that is located inside a computer. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware

The physical components of a computer system. The central processing unit, disks, tape, and floppy drives are all hardware.

header

Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help

A command run by pressing **HELP** or **CTRL ?** on a Lucent INTUITY display terminal to show the options available at your current screen position. In the INTUITY AUDIX system, press *** H** on the telephone keypad to get a list of options. See also *on-line help*.

The switch directly connected to the Lucent INTUITY system over the data link. Also, the physical link connecting a Lucent INTUITY system to a distributed communications system (DCS) network.

hunt group

A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

I

I/O

Input/output.

interface

The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *user interface*.

internal e-mail

Software on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

INTUITY AUDIX Digital Networking

A Lucent INTUITY feature that allows customers to link together up to 500 remote Lucent INTUITY machines for a total of up to 500,000 remote users. See also *digital networking*.

INTUITY Message Manager

A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

INTUITY messaging application programming interface (IMAPI)

A software function-call interface that allows INTUITY AUDIX to interact with Lucent INTUITY Message Manager.

I/O address

input/output address.

J

K

L

label

The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3:3) to show the software release, or a descriptive name if for back-up copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

LAN

See *local area network*.

last-in/first-out (LIFO)

A method of processing telephone calls or data in which the last call (or data) received is the first call (or data) to be processed.

LIFO

See *last-in/first-out*.

load

The process of reading software from external storage (such as disk) and placing a copy in system memory.

local AUDIX machine

The Lucent INTUITY system where a user's INTUITY AUDIX mailbox is located. All users on this home machine are called *local users*.

local installation

A switch, adjunct, or peripheral installed physically near the host switch or system. See also *collocated*.

local network

An INTUITY AUDIX Digital Network in which all Lucent INTUITY systems are connected to the same switch.

login

A unique code a user must enter to gain approved access to the Lucent INTUITY system. See also *password*.

login announcement

A feature enabling the system administrator and other designated users to create a mail message that is automatically played to all INTUITY AUDIX users every time they log in to the system.

M

mailbox

A portion of disk memory allotted to each Lucent INTUITY system user for creating and storing outgoing and incoming messages.

mailing list

A group of user addresses assigned a list ID# and public or private status. A mailing list may be used to simplify the sending of messages to several users.

maintenance

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm

An alarm detected by Lucent INTUITY software that affects at least one fourth of the INTUITY ports in service. Often a major alarm indicates that service is affected.

manually out-of-service

State of operation during which a unit has been intentionally taken out of service.

media type

The form a message takes. The media types supported by the Lucent INTUITY system are voice, text, file attachments, and fax.

memory

A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

menu

A list of options displayed on a computer terminal screen or spoken by a voice processing system. Users choose the option that reflects what action they want the system to take.

menu tree

The way in which nested automated attendants are set up.

message categories

Groups of messages in INTUITY AUDIX users' mailboxes. Categories include *new*, *unopened*, and *old* for the incoming mailbox and *delivered*, *accessed*, *undelivered*, *undeliverable* (not deliverable), and *file cabinet* for the outgoing mailbox.

message component

A media type included in a multimedia message. These types include voice, text, file attachments, and fax messages.

message delivery

An optional Lucent INTUITY feature that permits users to send messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

Message Manager

See *INTUITY Message Manager*.

message-waiting indicator (MWI)

An indicator that alerts Lucent INTUITY users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone (stutter dial tone).

message waiting lamp (MWL)

See *message-waiting indicator*.

minor alarm

An alarm detected by maintenance software that affects less than one fourth of the Lucent INTUITY ports in service, but has exceeded error thresholds or may impact service.

mirroring

A Lucent INTUITY system feature that allows data from crucial filesystems to be continuously copied to back-up (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

modem

A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-versa.

multilingual feature

A feature that allows announcement sets to be active simultaneously in more than one language on the system. Mailboxes can be administered so that users can hear prompts in the language of their choice.

N

networking

See *INTUITY AUDIX Digital Networking*.

networking prefix

A set of digits that identifies a Lucent INTUITY machine.

night attendant

The automated attendant created on a MERLIN LEGEND switch that automatically becomes active during off-hours. The night attendant substitutes for one or more daytime attendants.

not deliverable message

A message that could not be delivered after a specified number of attempts. This usually means that the user's mailbox is full.

O

off-hook

See *switch hook*.

on-hook

See *switch hook*.

on-line help

A Lucent INTUITY system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also *help*.

outcalling

A Lucent INTUITY system feature that allows the system to dial users' numbers to inform them they have new messages.

outgoing mailbox

A storage area on the Lucent INTUITY system where users can keep copies of messages for future reference or action.

P

parallel transmission

The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password

1. A word or character string recognized automatically by the Lucent INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base. 2. An alphanumeric string assigned to local and remote networked machines to identify the machines or the network. See also *login*.

password aging

An INTUITY AUDIX feature that allows administrators to set a length of time after which a user's AUDIX password or the administrator's system password expires. The user or administrator must then change the password.

peripheral device

Equipment such as a printer or terminal that is external to the Lucent INTUITY cabinet but necessary for full operation and maintenance of the system. Also called a *peripheral*.

personal directory

An INTUITY AUDIX feature that allows each user to create a private list of customized names.

personal fax extension

See *secondary extension*.

port

A connection or link between two devices that allows information to travel to a desired location. For example, a switch port connects to a Lucent INTUITY voice port to allow a caller to leave a message.

priority call answer

An INTUITY AUDIX feature that allows users to designate a call answer message as a priority message. To make a message a priority message, the caller presses (2) after recording.

priority messaging

An INTUITY AUDIX feature that allows some users to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

priority outcalling

An INTUITY AUDIX feature that works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging*.

private mailing list

A list of addresses that only the Lucent INTUITY system user who owns it can access.

private messaging

A feature of INTUITY AUDIX that allows a user to send a message that cannot be forwarded by the recipient.

programmed function key

See *function key*.

protocol

A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list

A list of addresses that any INTUITY AUDIX user can use if that user knows the owner's list ID number and extension number. Only the owner can modify a public mailing list.

pulse-to-tone converter

A device connected to the switch that converts signals from a rotary pulses to touch tones. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

Q

R

RAM

See *random access memory*.

random access memory (RAM)

The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

read-only memory (ROM)

A form of computer memory that allows values to be stored only once; after the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

reboot

See *boot*.

remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications (that is, telephone) links.

remote installation

A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote maintenance

The ability of Lucent personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also *remote service center*.

remote network

A network in which the systems are integrated with more than one switch.

remote service center

A Lucent or Lucent-certified organization that provides remote support to Lucent INTUITY customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log in to your system and remedy problems. See also *remote maintenance*.

remote terminal

A terminal connected to a computer over a telephone line.

remote users

INTUITY AUDIX users whose mailboxes reside on a remote INTUITY AUDIX Digital Networking machine.

reply loop escape

An INTUITY AUDIX feature that allows a user the option of continuing to respond to a message after trying to reply to a nonuser message.

reply to sender

An INTUITY AUDIX feature that allows users to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

restart

1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the **[*]** **[R]** (Restart) command. This feature is especially useful for long-distance calls or for users who want to access the Lucent INTUITY system when all the ports are busy. 2. The reinitialization of certain software, for example, *restarting* the messaging system.

restore

The process of recovering lost or damaged files by retrieving them from available back-up tapes, floppy diskette, or another disk device.

S

scan

To automatically play mail messages, headers, or both.

scheduled delivery time

A time and/or date that an INTUITY AUDIX user can assign to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

screen

That portion of the Lucent INTUITY user interface through which most administrative tasks are performed. Lucent INTUITY screens request user input in the form of a command from the `enter command:` prompt.

SCSI

See *small computer system interface*.

secondary extension

A second, fax-dedicated extension that directs incoming faxes directly into a user's mailbox without ringing the telephone. The secondary extension shares the same mailbox as the voice extension, but acts like a fax machine. Also called *personal fax extension*.

serial transmission

The transmission of one bit at a time over a single wire.

server

A computer that processes and stores data that is used by other smaller computers. For Lucent INTUITY Message Manager, INTUITY AUDIX is the server. See also *client*.

SID

See *switch integration device*.

small computer systems interface (SCSI)

An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

subscriber

A Lucent INTUITY user who has been assigned the ability to access the INTUITY AUDIX Voice Messaging system.

surge

A sudden rise and fall of voltage in an electrical circuit.

surge protector

A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

switch

An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

switched access

A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook

The device at the top of most telephones which is depressed when the handset is resting in the cradle (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, when the telephone is *off hook*).

switch-hook flash

A signaling technique in which the signal is originated by momentarily depressing the switch hook.

switch integration

Sharing of information between a messaging system and a switch to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

switch integration device (SID)

A combination of hardware and software that passes information from the switch to the Lucent INTUITY system thus allowing it to share information with non-Lucent switches. The operation of a SID is unique to the particular switch with which it interfaces.

switch network

Two or more interconnected switching systems.

synchronized mailbox

A mailbox that is paired with a corresponding mailbox in another domain and linked via software that keeps track of changes to either mailbox. When the contents of one mailbox change, the software replicates that change in the other mailbox.

synchronizer

The name given to the trusted server by the e-mail vendor, Lotus Notes.

synchronous communication

A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also *asynchronous communication*.

synchronous transmission

A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

system configuration

See *configuration*.

T

tape cartridge

One or more spare removable cartridges required to back up system information.

tape drive

The physical unit that holds, reads, and writes to magnetic tape.

TCP/IP

See *transmission control protocol/internet program*.

TDD

See *telecommunications device for the deaf*.

telecommunications device for the deaf (TDD)

A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone lines with other people who have TDDs. It also allows a deaf person to communicate with the INTUITY AUDIX system.

terminal

See *display terminal*.

terminal type

A number indicating the type of terminal from which a user is logging in to the Lucent INTUITY system. Terminal type is the last required entry before gaining access to the Lucent INTUITY display screens.

tone generator

A device acoustically coupled to a rotary telephone used to produce touch-tone sounds.

traffic

The flow of attempts, calls, and messages across a telecommunications network.

translations

Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. Translations customize the Lucent INTUITY system and switch features for users.

transmission control protocol/internet protocol (TCP/IP)

A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

troubleshooting

The process of locating and correcting errors in computer programs (also called *debugging*) or systems.

trusted server

A server that uses IMAPI to access an INTUITY AUDIX mailbox on behalf of a user and is empowered to do everything to a user message that INTUITY AUDIX can do.

U

Undelete

An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing *** U**.

undelivered message

A message that has not yet been sent to an INTUITY AUDIX user's incoming mailbox. The message resides in the sender's outgoing mailbox and may be modified or redirected by the sender.

unfinished message

A message that was recorded but not approved or addressed, usually as the result of an interrupted INTUITY AUDIX session. Also called *working message*.

upgrade

An installation that moves a Lucent INTUITY system to a newer release.

untouched message

An INTUITY AUDIX feature that allows a user to keep a message in its current category by using the *** * H** (Hold) command. If the message is in the new category,

message-waiting indication remains active (for example, the message-waiting lamp remains lit).

UNIX operating system

A multi-user, multi-tasking computer operating system.

user interface

The devices by which users access their mailboxes, manage mailing lists, administer personal greetings, and use other messaging capabilities. Types of user interfaces include a touch-tone telephone keypad and a PC equipped with Lucent INTUITY Message Manager.

user population

A combination of different types of users on which Lucent INTUITY configuration guidelines are based.

V

vector

A customized program in the switch for processing incoming calls.

voice link

The Lucent INTUITY analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail

See *voice message*.

voice mailbox

See *mailbox*.

voice message

Digitized information stored by the Lucent INTUITY system on disk memory. Also called *voice mail*.

voice port

The IVC6 port that provides the interface between the Lucent INTUITY system and the analog ports on the switch.

voice terminal

A telephone used for spoken communications with the Lucent INTUITY system. A touch-tone telephone with a message-waiting indicator is recommended for INTUITY AUDIX users.

voicing

1. Speaking a message into the Lucent INTUITY system during recording. 2. Having the system play back a message or prompt to a user.

W

window

That portion of the Lucent INTUITY user interface through which you can view system information or status.

X

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